

Job Description:

### **Treasury Management Implementation and Service Representative**

The Treasury Management Implementation and Service Representative will be responsible for the onboarding and implementation of treasury management products servicing our corporate and commercial clients. The primary focus will be onboarding and implementation of client treasury services, including the application of products as they are deemed necessary by the organization while creating processes that optimize Piermont's delivery and turnaround time.

#### About the role (to name a few key accountabilities):

- Ensure quality service and effective support for all assigned internal and external clients while executing process improvements to elevate the client experience.
- Provide implementation and service support on deals and serve as the escalation point for issue resolution including providing adept support and direction to the team with problem implementations, service failures, or individual challenges.
- Maintain key metrics around implementation productivity, onboarding times, and client satisfaction while guaranteeing compliance with lead times, service level agreements, and audit responsibilities.
- Provide clients and prospects with written proposals and on-site demonstrations when needed. Train and provide guidance on services and products to all Relationship Managers.
- Responsible for monitoring various reports pertaining to Treasury Management products and functions and resolving as necessary.
- Support the development, analysis, and interpretation of new products.

#### About You:

- Bachelor's degree in Business, Accounting, Finance, Economics or equivalent.
- Demonstrate an acceptable level of expertise in Treasury Management products (at least five years' experience) for purpose of implementing and servicing. Must have demonstrated ability to build relationships with treasury management clients.
- Commercial finance environment is strongly preferred.
- Knowledge of operation functions, systems, policies, and procedures for the assigned area.
- Strong team-oriented, cross-business line, and project management skills.
- Excellent verbal and written communications skills.



Piermont Bank is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We do not discriminate based upon race, religion, color, national origin, political affiliation, gender (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability or other applicable legally protected characteristics.